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## FOOD AND NUTRITION SERVICES MANUAL

### SIMPLIFIED REPORTING HOUSEHOLDS

#### FNS 510 SIMPLIFIED REPORTING RECERTIFICATIONS PROCEDURES

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#### **FNS 510 SIMPLIFIED REPORTING RECERTIFICATIONS PROCEDURES**

**Change #7-2021**

**July 26, 2021**

#### **510.01 TIMELY RECERTIFICATION PROCESS**

A timely recertification entitles the Food and Nutrition Services (FNS) unit to uninterrupted FNS benefits. If all information is provided and the FNS household's eligibility can be determined the benefits must be approved no later than the last work day of the last month of the certification period.

##### A. Registering the Recertification:

1. Enter a recertification in North Carolina Families Accessing Services through Technology (NC FAST) as "in progress" no later than 3 business days from the receipt of the filed DSS-2435i/r FNS Notice of Expiration Recertification Form, see FNS 505.03 Filed and Unfiled Recertifications for more detail.
2. Review the DSS-2435 for changes and update all appropriate evidences in NC FAST as reported on the DSS-2435.
3. Verify all evidences in NC FAST if the verification was provided with the DSS-2435 or can be obtained by the worker within the three (3) day time period.

##### B. Determine if an interview is required. If an interview has not been conducted in the last 12 months, schedule interview per instructions in 505.07 C Procedures for Scheduling Interview.

##### C. If interview is completed **or** no interview is required, take the following actions:

1. Review the DSS-2435 to ensure all questions are addressed and documented.
  - a. Do not return the DSS-2435 for failure to answer questions.
  - b. Contact the FNS unit by telephone to complete the questions. If unable to contact by telephone, send a DSS-8650 Notice of Information Needed to Complete your Food and Nutrition Services to the household as instructed in three (3) below.

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2. Attempt to obtain any verifications that are readily available to the worker through electronic or collateral contacts.
3. Request any missing verifications that cannot be obtained by the worker on the DSS-8650 and allow the FNS unit ten (10) calendar days to provide the information.

#### D. Due Dates:

##### 1. Approval:

Disposition the recertification no later than the earliest of the following dates:

- a. Within five (5) days from the receipt of the last required verification; **or**
- b. Within five (5) days of the expiration of the request for non-required verifications; **or**
- c. The last working day of the last month of certification period.

##### 2. Denials:

- a. Deny the recertification at any time ineligibility is established.
- b. Deny for failure to provide information on the last workday of the current certification period.

#### E. Reopen:

1. If a timely recertification is closed for failure to complete interview and/or provide necessary verifications, it may be reopened if the interview is completed **and** all necessary verifications are provided within the allowable time frame.

- a. If the interview is completed **and** all required verifications are provided on or before the 30<sup>th</sup> day from the date of recertification:
  - i. Reopen and process the case within five (5) calendar days of receipt of the required information; **and**
  - ii. Keep the original date of recertification.
  - iii. Do not prorate benefits.

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- b. If the interview is completed **and** all required verifications are provided after the 30<sup>th</sup> day following the date of recertification but on or before the 30<sup>th</sup> day from the last day of the certification period:
    - i. Reopen and process the case within five (5) calendar days of receipt of the required information; **and**
    - ii. Prorate benefits by changing the date of application (Next Cert Period Start Date in NC FAST) to the date the final required verification is received.
  - c. If the interview is completed **and** the required verifications are provided after the 30<sup>th</sup> day from the last day of the certification period:
    - i. The case cannot be reopened.
    - ii. The FNS unit must complete a new application to be determined eligible for continued benefits.
2. Refer to the chart below to determine the last day required information must be returned to be eligible for reopen as a recertification.

Last Month of CP	Last day to reopen	Last Month of CP	Last day to reopen
January (Leap Year)	March 2 <sup>nd</sup> (March 1 <sup>st</sup> )	July	August 30 <sup>th</sup>
February	March 30 <sup>th</sup>	August	September 30 <sup>th</sup>
March	April 30 <sup>th</sup>	September	October 30 <sup>th</sup>
April	May 30 <sup>th</sup>	October	November 30 <sup>th</sup>
May	June 30 <sup>th</sup>	November	December 30 <sup>th</sup>
June	July 30 <sup>th</sup>	December	January 30 <sup>th</sup>

**Note:** If the last day to reopen falls on a non-workday, the household must provide the verifications on or before the last workday prior to the reopen date.

3. Recertifications denied for any reason other than failure to provide information or worker error cannot be reopened. The FNS unit must reapply for benefits.

#### 510.02      **UNTIMELY RECERTIFICATION PROCEDURES**

An untimely recertification does not guarantee uninterrupted FNS benefits. If the FNS unit is eligible for benefits, the benefits must be available by the 30<sup>th</sup> day from the date of application.

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- A. Registering the Recertification:
1. Enter a recertification in NC FAST as “in progress” no later than three (3) business days from the receipt of the complete DSS-2435.
  2. Review the DSS-2435 changes and update all appropriate evidences in NC FAST as reported on the DSS-2435.
  3. Verify all evidences if the verification was provided with the DSS-2435 or can be obtained by the worker within the three (3) day time period.
- B. Determine if an interview is required. If an interview has not been conducted in the last 12 months, schedule interview per instructions in 505.07 C Procedures for Scheduling Interview.
- C. If interview is completed or no interview is required, take the following actions:
1. Review the DSS-2435 to ensure all questions are addressed and documented.
    - a. Do not return the DSS-2435 for failure to answer questions.
    - b. Contact the FNS unit by telephone to complete the questions. If unable to contact by telephone, send a DSS-8650 to the household as instructed in three (3) below.
  2. Attempt to obtain any verifications that are readily available to the worker through electronic or collateral contacts.
  3. Request any missing verifications that cannot be obtained by the worker on the DSS-8650 and allow the FNS unit 10 calendar days to provide the information.
- D. Due Dates:
1. Approval:

Disposition the recertification no later than the earliest of the following dates:

    - a. Within five (5) days from the receipt of the last required verification; **or**
    - b. Within five (5) days of the expiration of the request for non-required verifications; **or**
    - c. 30<sup>th</sup> day from the date of recertification.

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##### 2. Denials:

- a. Deny the recertification at any time ineligibility is established.
- b. Deny for failure to provide information on the 30<sup>th</sup> day from the date of recertification.

##### E. Reopen:

1. If an untimely recertification is closed for failure to complete an interview and/or provide necessary verification, it may be reopened if the interview is completed **and** all required necessary verifications are provided within the allowable time frame.
  - a. If the interview is completed **and** all required verifications are provided on or before the 30<sup>th</sup> day from the last day of the certification period:
    - i. Reopen and process the case within five (5) calendar days of receipt of the required information; and
    - ii. Prorate benefits by changing the date of recertification (Next Cert Period Start Date in NC FAST) to the date the final required verification is received.
  2. If the interview is completed **and** all required verifications are provided after the 30<sup>th</sup> day from the last day of the certification period:
    - i. The case cannot be reopened.
    - ii. The FNS unit must complete a new application to be determined eligible for continued benefits.
2. Recertifications denied for any reason other than failure to provide information or worker error cannot reopen. The FNS unit must reapply for benefits.

#### 510.03 LATE RECERTIFICATION PROCEDURES

A late recertification does not guarantee uninterrupted FNS benefits. **All late recertifications must be tested for eligibility of expedited processing.**

##### A. Registering the Recertification:

1. Complete the “add app” function in NC FAST no later than three (3) business days from the receipt of the complete DSS-2435.

**Note:** This is the only acceptable use of the “add app” function in NC FAST unless specifically instructed otherwise by the NC FAST Help Desk.

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2. Determine if the late recertification is potentially eligible for expedited services based on the information entered into NC FAST “add app” expedited services test.

B. Determine if an interview is required.

1. If FNS interview is required:

- a. Schedule interview per instructions in 505.07 C. Recertification Interviews within three business days of receipt of the completed DSS-DSS-2435. If the FNS unit is potentially eligible for expedited service, schedule the interview timely enough to be conducted prior to the fifth (5<sup>th</sup>) day from the date of recertification.
- b. If the FNS unit fails to complete required interview within seven (7) days from the date of recertification, the FNS unit loses the right to expedited services.
- c. Process late recertification using normal application processing standards.
- d. The expedited indicator in NC FAST must be changed to indicate they have lost their right to expedited services prior to the seventh (7<sup>th</sup>) day.

2. If no interview is required:

- a. Test for expedited based on information provided on the DSS-2435.
- b. If information provided does not allow for a determination of expedited services, contact the FNS unit by telephone to complete the needed information.
- c. If unable to contact by phone, send DSS-8650 and request FNS household to contact the worker no later than the seventh (7<sup>th</sup>) day from the date of recertification.
- d. If FNS household fails to contact the worker within seven (7) days from the date of recertification, the FNS unit loses the right to expedited services.
- e. Process late recertification using normal application processing standards.
- f. The expedited indicator in NC FAST must be changed to indicate they have lost their right to expedited services prior to the seventh (7<sup>th</sup>) day.

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- C. If interview is completed or no interview is required and enough information is provided to test for expedited service, take the following actions:
1. Review DSS-2435 to ensure all questions are addressed and documented.
    - a. Do not return the DSS-2435 for failure to answer questions.
    - b. Contact the FNS unit by telephone to complete the questions.
    - c. If unable to contact by telephone, send a DSS-8650 to request any missing verifications that cannot be obtained by the worker on the DSS-8650 and allow the FNS unit 10 calendar days to provide the information
  2. Attempt to gain any verifications that are readily available to the worker through electronic or collateral contacts.
- D. Due Dates:
1. Expedited Processing:
    - a. If the FNS unit is eligible for expedited processing the benefits must be available to the FNS unit by the seventh (7<sup>th</sup>) day from the date of application. Therefore, the recertification must be dispositioned no later than the sixth (6<sup>th</sup>) day.
    - b. If the FNS unit is due an interview as part of the current recertification, expedited processing may not be received until completion of the interview.
  2. Normal Processing:
    - a. Process the late recertification no later than 30 days from the date of application.
    - b. If the FNS unit is eligible for benefits, the benefits must be available by the 30th day. Therefore, if all required information is provided the recertification must be dispositioned no later than the 29th day.
    - c. Do not deny a late recertification before the 30th day for failure to provide information. If the 30th day falls on a weekend or a holiday, deny the application for recertification on the next work day.
- E. Reopen:

Applications for recertification that are denied for failure to provide necessary verification cannot be reopened and the FNS unit must reapply for benefits.

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F. Income Base periods:

Do not shift the income base period for late recertifications unless regular base period is no longer representative.

<b>Last Month of CP</b>	<b>Base Period</b>	<b>Last Month of CP</b>	<b>Base Period</b>
January	December	July	June
February	January	August	July
March	February	September	August
April	March	October	September
May	April	November	October
June	May	December	November